

POSITION: Processing Assistant III (Customer Service Representative)

DEPARTMENT: Macon County Public Health

Grade: 19

Starting Salary: \$27,917.50

Position: 511091

Posted: May 13, 2025

Closing: May 30, 2025



Responsibilities

Employees in this position must have excellent keyboard skills; be proficient in Word and Excel; and, be capable of handling financial transactions with the general public. Knowledge and experience with HIS and/or Patagonia is a plus. General duties include filing, typing, processing paperwork, verifying income and residency documentation, phone skills, data entry, and working with clinic patients. Must have organizational skills and must be flexible and able to prioritize workloads and requests. This clerical position requires good communication skills and ability to work with people with courtesy and tact, as direct patient contact is a requirement. Must have ability to screen communications based on predetermined guidelines to independently respond to route inquiries. Must have ability to compile information based on general guidelines. Some lifting will be required. General work hours are Monday through Friday 8 a.m. to 5 p.m. with some early morning or occasional evening and/or weekend work required to meet the public health needs of the community.

Knowledge, Skills and Abilities

- Some knowledge of common health and safety precautions in working in local health departments.
- Ability to work with staff and patients, under supervision, as set up by departmental policies.
- Ability to maintain clerical records and to compile reports from these records.
- Ability to use sound judgment and empathy in dealing with patients.
- Ability to follow oral and written instructions.
- Some knowledge of medical terminology and EMR's.

Minimum Training and Experience Requirements

- Graduation from high school and demonstrated possession of knowledges, skills and abilities gained through at least one year of office assistant/secretarial experience; or an equivalent combination of training and experience.
- Bilingual (Spanish) preferred

SPECIAL REQUIREMENTS

- Valid driver's license

HOW TO APPLY

Applicants must register online or in person with NC Works. A State application (PD-107) is required and may be obtained at and submitted to the NC Works Career Center 23 Macon Avenue Franklin, N.C.

Mail to:

5 West Main Street
Franklin, NC 28734

and must be submitted on or before the closing date. Online applications are not available. Please include three references with contact information and a valid email address for all correspondence from the employer to the applicant. Resumes will not be considered.

AN EQUAL OPPORTUNITY EMPLOYER/ADA EMPLOYER
All prospective employees are subject to a criminal background check